



## DELAWARE DSCYF REPORTABLE EVENTS & NOTIFICATION PROCEDURES

### Events Requiring Person-to Person Voice Contact within 4 Hours (No Voice-Mail)

- Allegation of institutional abuse of a Delaware child by program staff member or foster/adoptive parent(s)
- Alleged sexual assault or rape of or by a Delaware youth
- Child/youth death or death of program staff member (while on duty) or foster/adoptive parent(s)
- Escape, AWOL, or runaway from 24-hour facility, foster/adoptive care, day treatment-*\*See NOTE Below*
- Injury, illness, or event requiring medical or psychiatric hospital admission beyond ER
- Disturbance that has potential for harming a child or causing major program disruption such as a natural disaster, bomb threat, hostage taking, etc.
- Abduction of youth

### Events Requiring Contact within 24 Hours (Voice-Mail Acceptable)

- Arrest of employee for criminal offenses at program or involving Delaware child
- Community, facility, or employee issues which could lead to media attention
- Infection/illness that may have been caused by conditions in the program facility
- Police called for assistance or youth arrested on new delinquency charges
- Removal of employee from duty for issue affecting child security/safety
- Restraint: Physical/Mechanical/Chemical
  - Injury resulting from physical restraint
- Seclusion
  - Accident with client in provider's vehicle
- Contraband (weapons, drugs, etc.)
  - Pattern of self-harm
- Suicide Attempt
  - Injury/illness requiring ER/medical attention
- Medication error/lapse
  - Communicable diseases (e.g., tuberculosis, hepatitis, meningitis)

### Events to be reported to the DSCYF Contract Manager or Program Administrator only.

- Allegation of institutional abuse lodged against provider's staff but not involving a Delaware child
- Allegation of abuse/neglect by persons outside the agency (parent, etc.)
- Arrest of provider staff for violent felonies against person(s) occurring away from the program site
- Charges of DUI of a provider staff member with responsibility for transporting children
- Physical peer to peer aggression

### Phone Contact Information

**Division of Family Services**-At any time on any day of the year, call **(800) 292-9582**

### During Regular Business Hours

**Prevention & Behavioral Health Services & Youth Rehabilitative Services**-call case or contact manager or Emergency/After-Hours contact phone numbers (*need to reach only one*)

### After-Hours/Weekends/Holidays

**Prevention & Behavioral Health Services**-(800) 969-HELP (4357)

**Youth Rehabilitative Services**-Emergency Daytime: (302) 892-6424 or (302) 633-2620

After-Hours/Weekends/Holidays--call Administrative Cell Phone: (302) 353-0334

**\*NOTE:** You must also call Ferris School at (302) 993-3800 to report YRS youth AWOLs, escapes, or failure to return from "home pass" within 1-hour for victim notification.

### Information to be Included in Initial Telephone Notification:

- Reporting person's name, job title, phone number
- Provider/Program name, location, phone number
- Child's/Youth's name(s) and Date(s) of Birth
- Location, date, and time of Reportable Event
- What happened? Include who, what, how, & why
- If abuse alleged, what steps have been taken to insure safety?
- What is the condition of the child at this time?
- Who has been contacted? (Parents? Guardians? Agencies?)
- Contact for additional information/follow-up & phone number

**Reminder:** Typed report using format in Operating Guidelines required within 72 hours of Reportable Event.